

# Swim Lesson Guidelines

## Registration

All of our online swim lesson registrations are processed through “[Rec1](#)”. For more information on how to create an online account and register for classes, [click here](#).

## Skill Requirements

Your child must meet the requirements of the class for which s/he is registering ([swim lesson checklist](#)). Children who do not meet the requirements will be withdrawn from the class and either assigned to a different class if space is available or issued a partial credit to be used for a future class. If you are not sure of your child’s skills, please call Rockville Swim and Fitness Center at 240-314-8750 (8am-5pm on weekdays). It may be possible to set up a time for your child to be evaluated at no cost. Screening only takes a few minutes and clarifies which level is appropriate. This ensures that all swimmers are participating in a safe manner. We offer instruction for children starting at the age of 6 months and for [all levels](#) from beginner to competitive/triathlete level.

## Waitlist Procedures

Online, mail, fax, or walk-in registrations will automatically be “waitlisted” if the class is full. Every effort will be made to accommodate anyone who is waitlisted by creating new classes or consolidating current offerings based on demand and available pool space. (If openings become available, you will be notified by phone. Please make sure the phone number on your account is correct.) If your registration payment is by credit card and you are “waitlisted,” your account will not be charged. If there is any question about your registration status, please call the Rockville Swim and Fitness Center during regular business hours (6 am - 9 pm on weekdays) at 240-314-8750 to verify your registration before the first day of class.

## Other Policies

- The Aquatic Management may consolidate or cancel a class if registration is not sufficient.
- Anyone not toilet trained who wishes to enter the pool must wear a clean swim diaper covered by separate, tight-fitting vinyl pants under their swimsuit. If the diaper becomes soiled, this person must leave the pool immediately, and may not return until s/he has taken or been given a soap shower, and has been re-diapered and covered with clean vinyl pants. Both swim diapers and vinyl pants are offered for sale at the front desk.
- Lessons missed on the part of the student will not be made up or compensated. However, lessons cancelled by the Aquatic Management due to weather or other uncontrollable circumstances will be made up during the

current session or at the end of the scheduled session, (if at all possible) or a credit for the class may be placed on your account if we are unable to schedule a make-up.

— The City of Rockville is committed to making reasonable accommodations as required by the Americans with Disabilities Act. We encourage individuals with disabilities to register and participate in Rockville recreation programs. To adequately plan for a successful and rewarding experience, contact our office at 240-314-8620 three weeks prior to the activity start date. Ample time is needed to secure auxiliary services and aides. For additional therapeutic program opportunities, contact Montgomery County Department of Recreation at 240-777-6870; TTY 240-777-6974.

— If the participant has a special need, which may limit their ability to function in a group setting, contact the Aquatic Supervisor at 240-314-8756 prior to registration to discuss the options and help determine the most appropriate course of action for their swimming lessons.

#### Inclement weather

Refunds will not be issued for reasons of weather or discomfort due to water or air temperatures. Winter weather may cause interruptions to lessons at the Rockville Swim and Fitness Center. Therefore, one make-up date has been planned for the weekend lessons. All efforts will be made to reschedule summer outdoor lessons canceled due to severe weather conditions if time allows. For more information review our [inclement weather policy online](#).

#### Notes to Parents:

Group lessons are one of the best ways to teach your child how to swim. With this in mind, there are some things you can do to increase the benefits of swim lessons for your child.

It is best to be “out of sight” while your child is participating in swim lessons. Non-participants are welcome to remain in the seating area, but all effort should be made to not interact with the child during lessons so that they may focus on the instructor. We offer an observation room, as well as our lobby or outdoor sundeck (during nice weather) as a place to wait until lessons are over.

The most important aspect of the learning process is the reinforcement of the skills learned in class. The best way to do this is to play and practice at the pool. More advancement is made between classes during a practice session than actually in class where they are learning a skill for the first time. Even if your child just wants to play, it will reinforce that swimming is fun and worth learning. Take them to the pool for a Recreational Swim period to swim/ play with them.

In addition, instructors make every effort to be available during the break to answer questions. Please keep in mind that there is only five minutes between classes. Therefore, it may be necessary to speak with the Instructor Supervisor who is available during and after the lesson. Your child’s instructor and the Instructor Supervisor can advise you on the skills that need the most practice and the best way to practice those skills. Keeping apprised of your child’s progress will help them to get the most out of each lesson.

If you are planning on registering for the next session, please talk to your child's instructor before doing so. Each participant develops motor skills and comfort with the water at their own pace, and the instructors can suggest which class is appropriate for your child to sign up for next. **In fact, it is common for a child to participate in a particular level several times before successful completion. Every child will receive a Report Card at the end of the class recommending which level to register for next. Please follow this recommendation to provide the best and safest learning environment for your child.**

### Private Lessons

The center is proud to offer private lessons for those who are interested in a one-on-one learning experience. Private lessons are available for adults and children of any skill level. The cost for private lessons is \$40/half hour for one student (or \$60/half hour for two students at the same time who are of the same skill level).

We offer private instruction during our recreation swim hours. Instructor recommendation is based on the information included on the private lesson request form (so the more info the better!). As soon as we receive your request we'll begin to work to pair the client with an instructor. This process typically takes up to a week. However, specific time requests can take longer.

### Withdrawal Policy

In order to receive a full credit for the course, withdrawals must be made more than 48 hours in advance of the first class. Program fees will be credited to the would-be participant's City Of Rockville Account. Refunds must be specifically requested via email to [swimcenter@rockvillemd.gov](mailto:swimcenter@rockvillemd.gov). A \$10.00 administrative fee will be charged to return the balance to your card. Refunds typically require 5 (five) to 10 (ten) business days to be processed.

Withdrawal requests within 48 hours of the class beginning or for a program that has already begun must be put in writing detailing whatever reason there is for the withdrawal, including the participant's name and the class from which they are withdrawing. The withdrawal credit will be prorated based on the date the request is received. Address your written request (letter, email, fax) to [brobinson@rockvillemd.gov](mailto:brobinson@rockvillemd.gov) or [swimcenter@rockvillemd.gov](mailto:swimcenter@rockvillemd.gov). Fax # (240)314-8759 Mail to: 355 Martins Lane, Rockville MD 20850

Withdrawal requests will not be considered after the last scheduled date of the program; no exception. Refund requests must be submitted in writing to the attention of the Aquatics Supervisor. Withdrawal/refund requests received before the start of the program will be refunded less a \$10 processing fee. Requests received on or after start date will be prorated based on the date the request is received and a \$10 processing fee will be charged. The refund will be issued in the form of a check or charge depending on original payment method.

Please allow 10-15 business days for processing. No refund or credit requests will be considered if received after the last scheduled date of the course; no exception.



City of  
**Rockville**  
Get Into It

[www.rockvillemd.gov](http://www.rockvillemd.gov) • 240-314-8750